



SMARTPHONE 101 GUIDE

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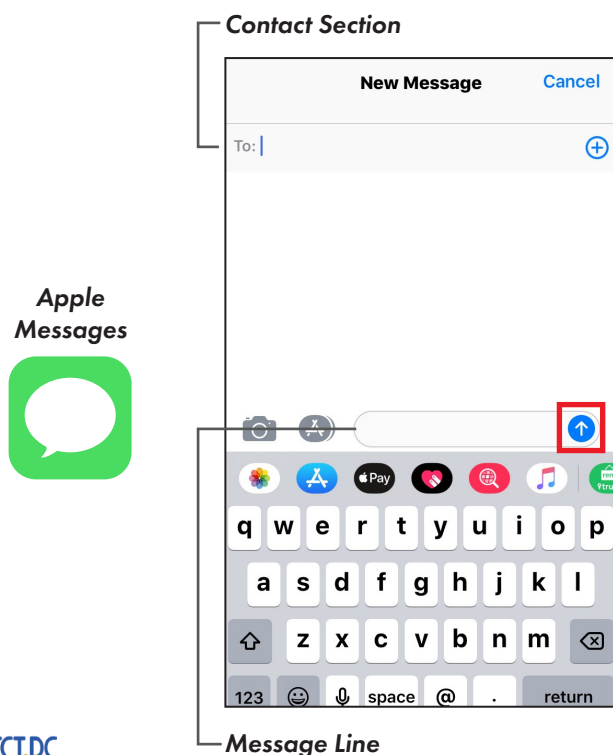
WHAT IS A SMARTPHONE?

A **smartphone** is a mobile phone that acts like a personal computer (PC). It allows you to make and receive calls as well as send and receive text messages.

There's so much you can do with the smartphone. You can get on the internet, remind yourself of things you want to remember (doctor visits, birthdays), and take pictures.

You can also take pictures and play games on this phone. If you want to do this, you need to get an "app" on your phone. An **app** is a program that you can put on your phone. Once you put it on your phone, it makes the phone do a lot of different things. For example, an app can help you know what the weather is like, give you a map of the city, or show you Metro schedule information.

Smartphones are not like standard cellphones because they have a touch screen. Using a touch screen is really easy. You can put your fingers on the screen when you want to type words, numbers or emojis. Emojis are cartoon images that show how you feel! You can also put apps on your phone (this is called downloading) by touching the screen too.



HOW TO TEXT (APPLE)

Step 1. Tap on the Apple "Messages" icon.

An icon is a picture or a symbol (depending on what type of phone you have, or what apps are installed, the messages icon on your smartphone may vary).

Step 2. Go to the contact section and type a name or number.

Step 3. Go to the message line and type your message using words, numbers, or other symbols.

Step 4. Press "Send" or use the ↑ send the message.

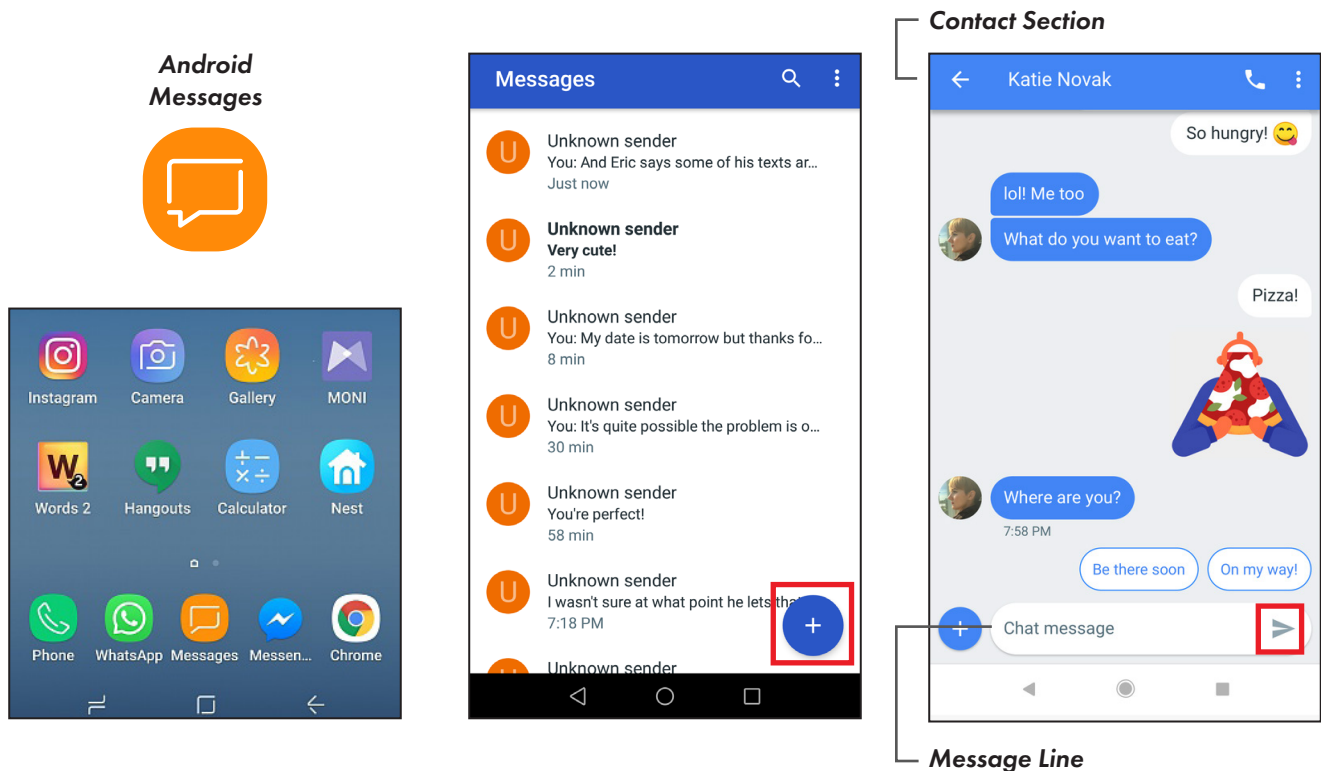
HOW TO TEXT (ANDROID)

Step 1. Tap on the “Messages” icon. An icon is a picture or a symbol (depending on what type of phone you have, or what apps are installed, the messages icon on your smartphone may vary).

Step 2. Tap the Add (+) icon.

Step 3. Type a contact name or cell phone number. Type your text message.

Step 4. Tap the Send icon (➤) to send the message.



NOTES:

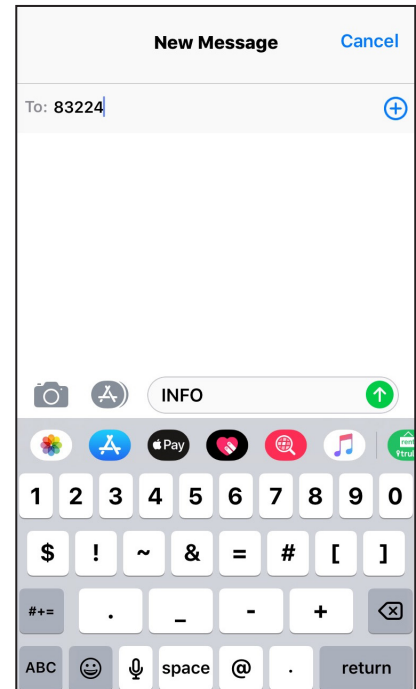
WHAT'S A SHORTCODE?

A **shortcode** is a 5-digit number (for example: 83224), used instead of entering an area code and 7-digit number (202-123-4567).

You can enter a **shortcode** in the **contact section** and send a **word or message** (for example: *INFO, LEARN, CONNECT*). You will receive an automatic reply text message—try it: **Type INFO to 83224**

You are now subscribed to Connect.DC's mobile updates! You can text STOP to at any time to stop receiving text messages.

NOTES:



HOW TO GET ONLINE

Step 1. Tap the web browser icon on your smartphone (depending on what type of phone you have, or what apps are installed, the web browser icon on your smartphone may vary; see examples to the right).

Step 2. Type the website you would like to go to into the address bar.

Step 3. Click "Go," or tap return to go to the website.

Apple
Safari



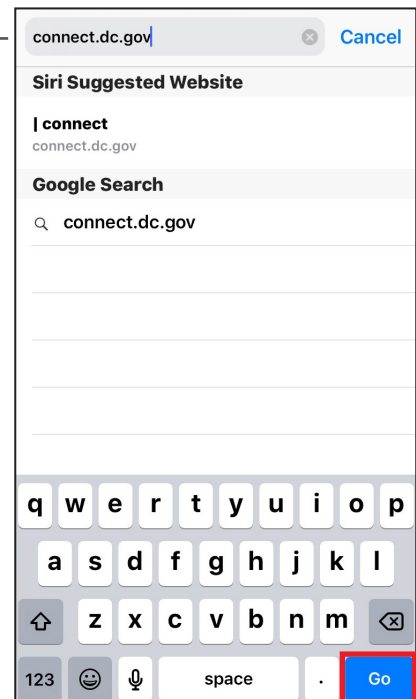
Google
Chrome



Mozilla
Firefox



Address Bar



NOTES:

What's an app? An app or an application is software you can download on your cell phone. There are numerous apps for games, shopping, streaming TV, work, and government services. Your phone comes with certain apps that have been pre-installed on them: email, Internet, text message, maps, and calendar.

Some apps are free and others might require you to buy them. Some apps may ask you to use your profile and location settings. You can choose to allow the app to access your information or not. Apps are also helpful shortcuts to your favorite websites.

HOW TO DOWNLOAD AN APP

Step 1. Tap the App Store icon (*icon may vary*).

Step 2. Search for the app name and click on GET or BUY.

Step 3. If a password is required to download or purchase the app, enter it.

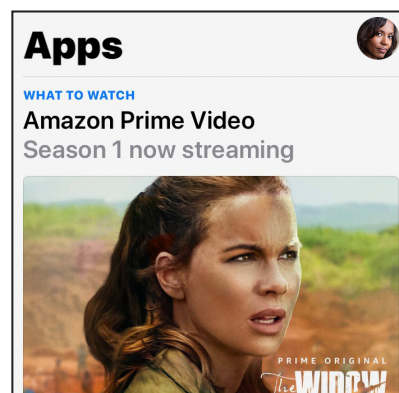
Step 4. Wait for the app to load on your phone.

Apple
App Store

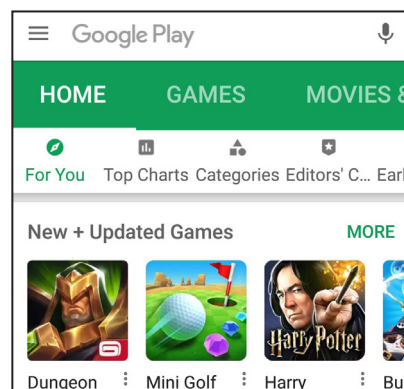


or

Google
Play



or



NOTES:

WHAT'S IN THE CLOUD?

You may have heard of this term "the cloud" and wondered, "What's in the cloud?" The Cloud is not a physical location but a network of servers. In other words, it's a place to store information or data outside of your phone. Think of it as a storage container for your photos, videos or games that take up a lot of space (or use a lot of data) on your phone's hard drive.

The Cloud also allows you to operate programs from servers. You can create and organize folders and files, music, and photos and videos from the Cloud.

Some operating systems will require you to pay to use the Cloud and others will allow you to use it for free (e.g., Google, Instagram, Dropbox, Amazon). **To use the Cloud, you will need to create an account and password.** *The Cloud is a good place for sharing non-sensitive and non-personal information.*

BACKING UP DATA TO THE CLOUD

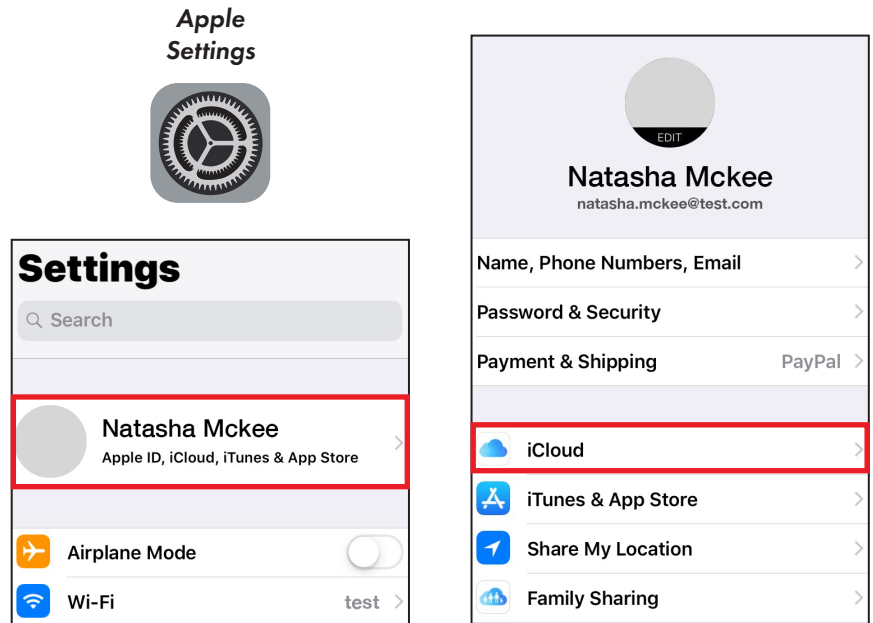
Apple Devices

Step 1. Tap **Settings** > **Your Name** > **iCloud** > **Backup**.

Step 2. Turn on **iCloud Backup** if it isn't already turned on.

Step 3. Make sure you're connected to **WiFi**, tap **Back Up**.

Step 4. Now Check your backup by tapping **Settings** > **iCloud** > **Storage** > **Manage Storage**, and then select your device. You should see your latest backup listed.



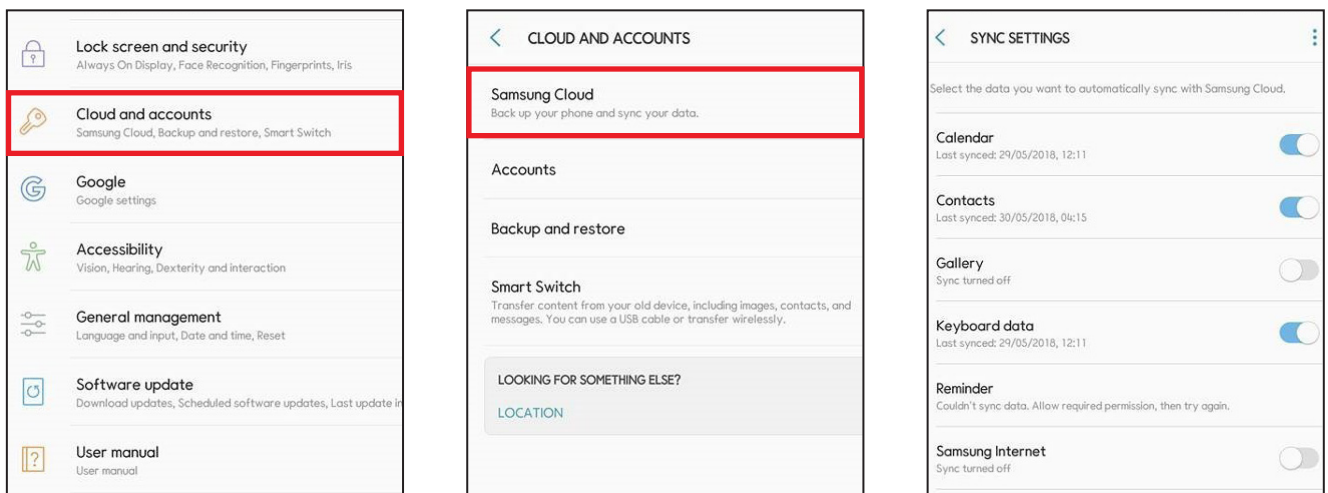
Android Devices

Step 1. Depending on which Android device you have, the following steps may vary. **These steps are for a Samsung device: Tap Settings > Cloud and Accounts > Tap Samsung Cloud.**

Step 3. Tap the "Three-dotted-button" in the *top-right corner* > **Open Settings** > **Open Sync Settings**.

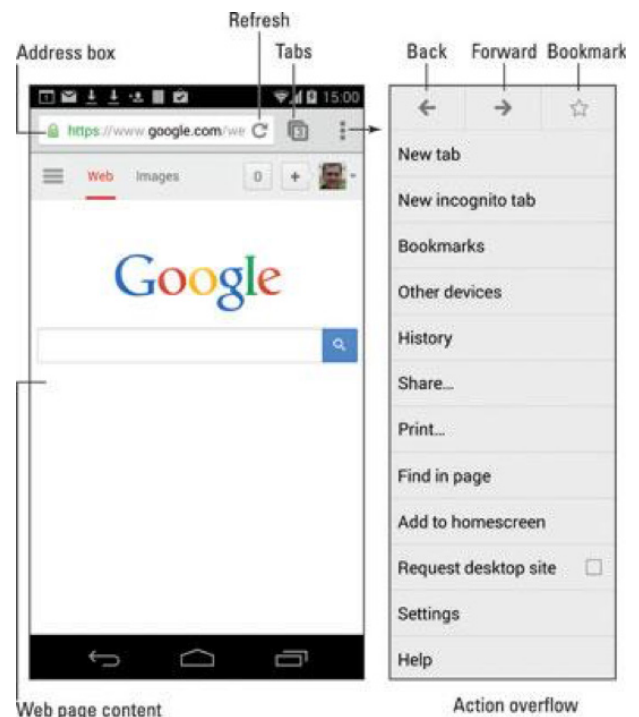
Step 4. Turn on the **Sync settings** for **Contacts**, **Gallery** and anything else that you want to **back up**.

Step 5. Now go back to **Settings** > Tap **Auto Backup Settings**. You will find a list of all the data that Samsung Cloud can backup. Turn on the **Auto Backup** feature for the data you want to put on Samsung Cloud.



TIPS FOR WEB BROWSING

1. Look at the webpage by dragging your finger across the touchscreen. You can drag up, down, left, and right.
2. Double-tap (tap the screen twice) the screen to zoom in or zoom out. Zooming in makes the text and pictures on the screen larger or Zooming out makes the text and pictures smaller.
3. Pinch the screen to zoom out, or spread two fingers to zoom in.
4. Read your phone in landscape mode by tilting the phone to its side (horizontally) to read a webpage. Use your fingers to spread or double-tap the screen to make smaller text more readable.



TECH SPEAK / TALK

GM – Good Morning

LOL – Laughing Out Loud

ROTFL – Rolling on the Floor
Laughing

SMH – Shaking My Head

IDC – I Don't Care

IDK – I Don't Know

BRB – Be Right Back

K – Okay

ICYMI – In Case You Missed It

IMO – In My Opinion

OMW – On My Way

U – You

Gr8 – Great

Pic – Picture

WYD – What You Doing

NOTES:

PARENTAL CONTROLS

Help protect your privacy and control the content that a young user sees on your smartphone device.

What are parental controls?

Parental controls are features that enable a smartphone user to control the content (videos, websites, video games, software, screen time) on his mobile device. The feature is especially helpful for parents who want to restrict the content viewed by children.

How does it work?

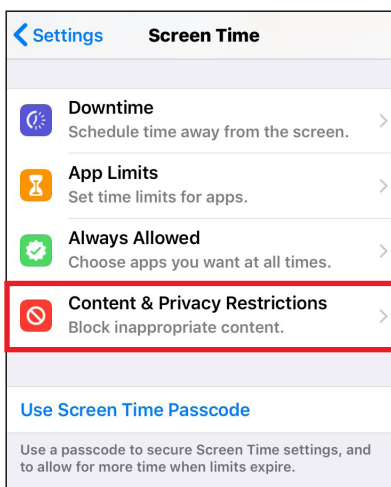
Although every device is different, whether you own a Mac device (iPhone, iPad) or an Android device (Google, Samsung, tablet, Kindle), these controls are typically found under the setting feature on your device. You can also go online to find how to manage the control and privacy settings for your specific device.

SETTING PARENTAL CONTROLS (APPLE)

Step 1. Tap Settings > Screen Time.

Step 2. Tap Content & Privacy Restrictions. If asked, enter your passcode, then turn on Content & Privacy.

Step 3. Enable Content & Privacy Restrictions. With Content & Privacy Restrictions in Screen Time, you can block or limit specific apps and features on your child's device. And restrict the settings on your iPhone, iPad, or iPod touch for explicit content, purchases and downloads, and privacy.



Apps you can now use—now that you know what an app is, here are some useful apps to download!

DC311

Would you like to report an emergency to the Metropolitan Police Department? Would you like to report a pothole? Does a busy intersection on your street need a stop sign? You can do all of these things using the District of Columbia's DC311 Alert app.

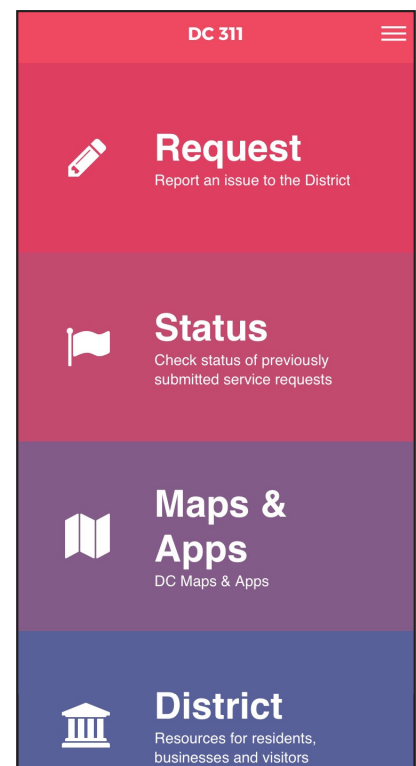
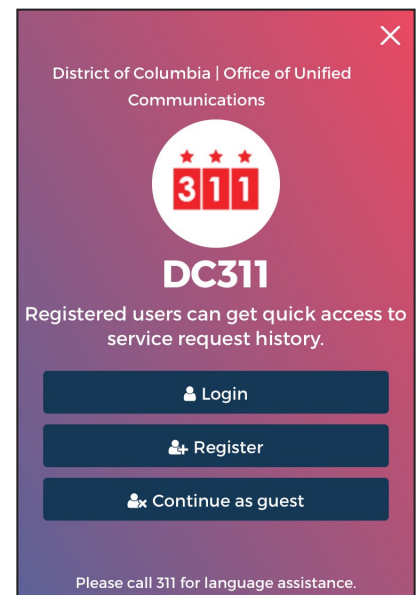
Let's Get Started!

Step 1. Download the DC311 app for free in the Apple App Store or Google Play.

Step 2. Create a user name and password, or you can choose to continue as Guest.

Step 3. Start using the app!

- Use the **Request** button to report an issue to the District.
- With the **Status** button, you can check the status of a submitted request.
- Use **Maps & Apps** button for custom online mapping and too see other service requests reported in the last 30 days.
- The **District** button provides you with resources for residents, businesses, and visitors.



DC Metro and Bus

What to know when the next bus arrives? Need to know if the Green Line is on a delay? Want to know the fare for your next Metro trip?

The Washington Metropolitan Area Transit Authority (WMATA) has a great app for you! DC Metro and Bus app helps you with finding the daily schedule for the Metro and bus. It keeps you up-to-date on any service issues. It also directs you to the nearest Metro and bus stations, as well as the schedules for the DC Circulator buses.

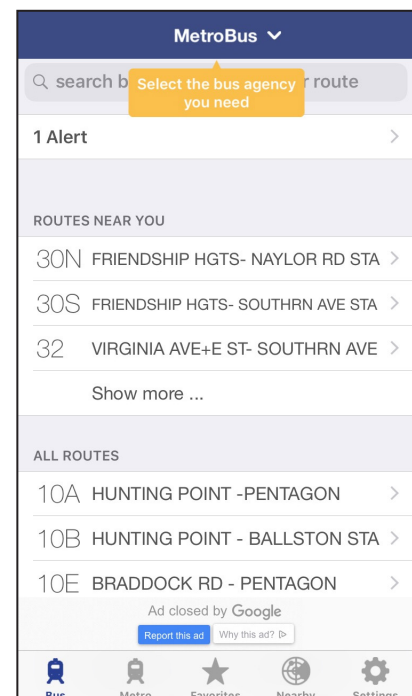
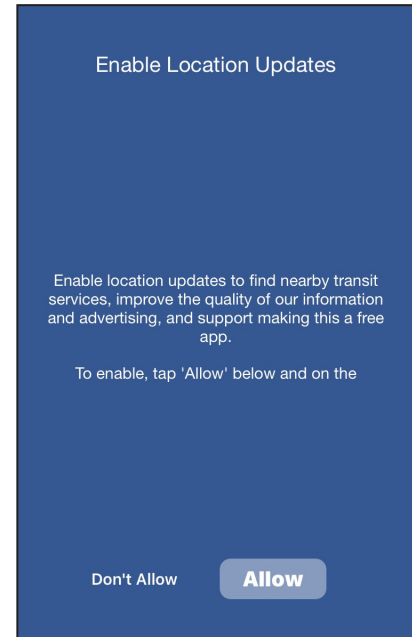
Let's Get Started!

Step 1. Download the DC Metro and Bus app for free in the Apple App Store or Google Play.

Step 2. Open the app and Allow "Enable Location Updates" to find nearby transit services.

Step 3. Start using the app!

- Select "MetroBus", "DC Circulator", or "ART" at the top.
- Find Routes Near You or browse through All Routes.
- Select either Bus or Metro at the bottom.



Nextdoor

Do you want to know about upcoming community events in your neighborhood? Are you interested in building a safer community? Want to share your thoughts on the new restaurant on your block?

Nextdoor is a private social media app that connects you to residents in your neighborhood. You can have conversations with your neighbors about things going on in your community, in real-time.

Let's Get Started!

Step 1. Download the free app from the Apple App Store or Google Play.

Step 2. Create a user profile.

Step 3. Start using the app! Many people use Nextdoor to:

- Share recommendations.
- Organize and promote events.
- Sell and buy items.
- Report safety issues and concerns.

